



SPECIAL ISSUANCE AGENCY

The U.S. Department of State, Bureau of Consular Affairs

WE'RE MOVING SOON—PLAN AHEAD!

Are employees of your agency planning travel this fall? If so, they should be submitting passport & visa applications now. The Special Issuance Agency (SIA) is moving over Columbus Day weekend to another location on 19th Street NW. We will open at the new location on **Tuesday, October 15**. SIA is working hard to process passport applications for fall travelers now to mitigate the impacts of unforeseen service or mailing delays surrounding the move. In mid-October, it is possible that SIA services will be limited to emergency & urgent expedite requests only.

As a passport agent, you must ensure that your customers have the required travel documentation well in advance of expected travel dates. Those traveling in October or early November, who have not already applied, should submit passport & visa applications now.

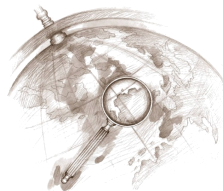
**SIA IS MOVING!
AS OF OCTOBER 15TH
VISIT US AT:**

**600 19th Street NW, South Entrance
9:00am to 4:00pm EST**

**mailing address to be provided at a later date*

Your patience & cooperation are greatly appreciated as we work to ensure a smooth transition to our new location. Stay tuned for more information about the mailing address for our new location. We look forward to welcoming you soon!

DID YOU KNOW?



Between Oct. 1st & July 31st of FY 2013, SIA processed...

- **101,024 Passports**, including:
 - **60,255 Official Passports**
 - **24,067 Diplomatic Passports**
 - **4,368 Regular No-Fee Passports**
- **13,000 Visas**
- **9,200 Hand-Carry Letters**

DOD, FALL 2013

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Don't fall behind in applying for your travel documents. Plan ahead for upcoming travel.

Ask your Customer Service Manager (CSM)

Q: When will I be assigned an acceptance facility or Agent ID number?

A: SIA is in the process of collecting updated information from our federal & military passport acceptance facilities & agents. This information will be entered into the new Integrated Acceptance Facility Oversight Database (IAFOD), which securely stores passport application acceptance program information. Once updated, the IAFOD will assign each office responsible for the administration of a Passport Program an Acceptance Facility ID number & each designated passport agent an Agent ID number. This Agent ID will supersede any previously assigned passport agent code. In order to assign ID numbers, we need a complete list of existing agents. This is where you come in. **Please ensure your office has submitted a Certification of Program Compliance Form to SIA providing updated passport & visa personnel information.** If you have not already, please contact CA-PPT-SIA-CS@state.gov to request this form. These forms will be used to update SIA's records & assign ID numbers. Once a new Agent or Facility ID number has been provided to you, it must be recorded on all future Form DS-11 passport applications.

PLEASE NOTE THAT SIA'S CONTACT INFORMATION IS FOR INTERNAL, ACCEPTANCE AGENT USE ONLY & SHOULD NOT BE DISTRIBUTED TO APPLICANTS.



- 1** For no-fee passports, **DD Form 1056 must always be submitted.** In addition, all applications for diplomatic passports must include **travel orders** to verify whether a DoD service member is assigned or proceeding to a country for which he/she would not ordinarily require a passport due to a **Status of Forces Agreement**.
- 2** **Passport photos** should be taken within the **past 6 months** and should portray the applicant's current appearance. Agents should ensure images are high-quality & within standard sizing guidelines.
- 3** Executed **Form DS-11** applications must be **received at SIA no more than 5 business days after execution.**
- 4** When requesting a **secondary no-fee passport**, make sure the **letter of authorization (LOA) explicitly states** whether the request is for an official or a diplomatic no-fee passport.
- 5** Acceptance agents **should not sign the adjudication box**, as this space is reserved for the passport specialist. The Adjudication Box is found in the "For Issuing Office Only" box in the lower right hand corner of page 1 of **Form DS-82** or page 2 of **Form DS-11**.
- 6** Many countries require that passports have a **minimum of 6 months validity** remaining after the expected date of departure from the country, unless otherwise stated in SIA's Visa Requirements.

This Veteran's Day,

SIA salutes **YOU!**

To the Men & Women of our Armed Forces,
THANK YOU for your service

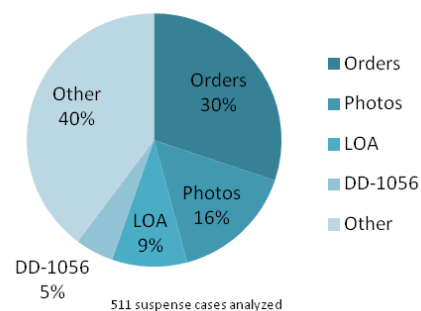
WHAT PASSPORT AGENTS REALLY NEED TO KNOW

10 HELPFUL REMINDERS FOR PASSPORT AGENTS THAT WILL HELP SIA PROCESS APPLICATIONS QUICKLY AND EFFICIENTLY.

- 7** The **current work email address** of the passport agent should be included on **DD Form 1056** in block 17.
- 8** The original **DD Form 1056** should be **signed in blue ink & submitted with 3 photocopies** for CONUS. OCONUS should submit the **original, signed in blue ink, & 1 photocopy.**
- 9** Do not submit **protective covers** on passports, as they may get damaged or lost.
- 10** When a **small, fragile document** is submitted with a passport application, please remember to **include this item in a sealed envelope** that is stapled together with the application.

Please reference the **Foreign Clearance Guide (FCG)** and **Federal & Military Passport Agent's Reference Guide (FM PARG)** for more detailed guidelines.

Summer 2013 Diplomatic Suspense



The **Diplomatic Suspense Report** graph is based on an analysis of application errors found in **511** diplomatic passport applications in June, July, & August

2013. Problems in an application, for example, the submission of a passport photo that does not meet the sizing guidelines outlined in the FM PARG, cause applications to be "suspended." Follow the reminders on this page to keep your applications out of "suspense."



MEET YOUR CUSTOMER SERVICE TEAM AT SIA

LAURA PASCARELLA, *CUSTOMER SERVICE MANAGER*

Laura is one of two management team members responsible for the administration & oversight of SIA's worldwide Customer Service program, including the designation & training of thousands of federal & military passport application acceptance agents providing passport services across the globe. Laura takes the lead on SIA outreach initiatives, coordinating & implementing no-fee policy decisions affecting SIA & its customers, publishing the Federal & Military Passport Agent's Reference Guide (FM PARG), & more. You may meet Laura at passport agent training, when inquiring with SIA by phone or email, or if corrective action is needed due to improper execution of passport policy.

ALFREDA DANTZLER, *CUSTOMER SERVICE SUPERVISOR*

Alfreda is a Supervisory Passport Specialist currently assigned to oversee Customer Service during CY 2013. Alfreda reaches out to consular officers & agents at various embassies, consulates, military bases, & federal agencies regarding issues with passport applications held in suspense. Alfreda also conducts federal & military acceptance agent training classes & assists the Customer Service team in miscellaneous duties.

CLAIRE BOYD, *CUSTOMER SERVICE ASSOCIATE*

Claire drafts, edits, & publishes 3 quarterly newsletters that are distributed to over 1,600 agents worldwide. She also serves as CS liaison for passport agencies & manages correspondence between SIA & existing acceptance agents, in addition to ensuring written communication between SIA & its customers is both comprehensive & consistent.

VANESSA SEHER, *CUSTOMER SERVICE ASSOCIATE*

Vanessa coordinates the return of undeliverable mail & helps maintain updated records for federal acceptance agents. Vanessa spends a large amount of her time contacting customers & agents to coordinate the return of original documents, such as birth certificates or marriage licenses, that are received by SIA as "return to sender" understanding the importance & sentimental value of these documents to our customers.

COMMUNICATIONS STAFF

Fondly referred to as "the brain" of SIA, communications is the link between government agencies & SIA. Communications fields all calls & emails to SIA's public phone line & email, performing routine status checks for federal agencies & special assistance cases. Communications manages all suspense files & follow-up with agents when clarification on requests is required or when assistance is needed in obtaining original citizenship documentation. Additionally, Communications prepares correspondence to agents/customers. Communications staff includes Frishta Yazdani, Chad White, Nia Walker, Hang Tran, & George Olivar.

PAULA CARTER, *CUSTOMER SERVICE MANAGER*



Paula is one of two management team members responsible for the administration & oversight of SIA's worldwide Customer Service program, including the designation & training of thousands of federal & military passport application acceptance agents providing passport services across the globe. Paula is the lead on all things SIA training, the acceptance facility oversight program, & is the primary liaison with DoD's executive agent for passport services. Internally, Paula liaises with the Charleston Passport Center (CPC) to coordinate passport services for the military audience they serve. You may meet Paula at passport agent training, when inquiring with SIA by phone or email, or if corrective action is needed due to improper execution of passport policy.

SHANAE BOLDING, *LEAD CUSTOMER SERVICE ASSOCIATE*

Shanae handles complex inquiries from agents & serves as a POC for SIA's customers & liaison for the Customer Service Managers. Shanae coordinates passport acceptance agent training, which includes managing qualifications, registration/wait list, certification/annual recertification, & issuance of agent ID codes.

LAURA NELSON, *CUSTOMER SERVICE ASSOCIATE*

Laura is responsible for updating the acceptance facility database with information on active federal & DoD passport acceptance facilities & agents. Laura addresses questions regarding program compliance, & she reviews & enters the information provided on the acceptance facility certification of program compliance form to ensure the accuracy of SIA's records.

SARA PHILLIPS, *DIPLOMATIC PASSPORT SUPPORT*

Sara manages & monitors the diplomatic email inbox, which receives inquiries from government agencies domestically in addition to American embassies & consulates worldwide. Sara strives to provide customers with thorough responses to questions on diplomatic passport cases & procedures in a timely manner.

ROTATIONAL PASSPORT SPECIALISTS

Rotating Passport Specialists split their time between reducing the diplomatic suspense backlog & working with the Customer Service Managers on complex, customer-centric issues. They determine entitlement to official & diplomatic passports by requesting further documentation from customers when needed, such as orders or letters of authorization. They also serve as POC for corrective action submitted to SIA. Currently, Dannie Ferrell, Sam Mathieu, Rin Musser, & Mamie Minor serve as Rotational Passport Specialists.

FEDERAL & MILITARY PASSPORT AGENT'S REFERENCE GUIDE (FM PARG) UPDATE

In 2013, the first **FM PARG** was published by Passport Services. The FM PARG is a federal or military passport agent's one-stop-shop for step-by-step instruction when executing passport applications. The user-friendly FM PARG will be updated annually and covers the passport policies & procedures that will be the basis for future onsite inspections.

For questions on how to request a copy of the FM PARG, please contact CA-PPT-SIA-CS@state.gov.

****Please note that the FM PARG is for internal, acceptance agent use only.****

FROM THE DESK OF WENDY A. MILLER *Passport Specialist*

- Lifelong Washingtonian
- 6 years at SIA, & 22 as a Supervisor File Assistant within Consular Affairs (28 years total of government service)
- Enjoys shopping & spending time with family & friends
- Growing up in Washington, D.C., Wendy was always surrounded by a diverse group of people from all corners of the globe. Working within Consular Affairs at DoS has provided many opportunities for Wendy to experience the cultural diversity of her hometown.
- Wendy's professional motivation derives from her ability to assist civil & foreign affairs employees & their families in obtaining travel documents. Many times, Wendy has assisted military families in getting passports, so they may join a loved one injured overseas.
- Tips for military acceptance agents? Include your email addresses on DD Form 1056.

THE NEW FACES OF SIA

Michael Ma joined SIA in July as the second Assistant Director, whose responsibilities are for overseeing Passport Adjudication & Processing, Fraud Prevention, & Operations. Mike is a graduate of the U.S. Naval Academy (B.A.), Georgetown University (M.A., National Security Studies), & George Washington University (J.D.). He served in Operations Desert Shield & Desert Storm, & has a distinguished relationship with DoS, having worked with DoS in Civil & Foreign Service capacities in 8 positions, in 6 countries, & on 4 continents, in addition to serving as Executive Assistant to National Security Advisor Condoleezza Rice.

Lachele Reed was promoted to Diplomatic Passport Section Supervisor in June. Lachele's service with DoS began in 2000 as a Clerk Typist in the Office of Children's Issues. After spending 2 years as a Clerk Typist, Lachele interned in the Visa Unit, Communications, & Diplomatic Travel sections at SIA. Upon completion of her B.A., Lachele returned to SIA in 2007 as a Passport Specialist.

BE OUTSTANDING IN YOUR FIELD: CONSULAR AFFAIRS LEADERSHIP TENET

LEAD BY EXAMPLE

We set the example for work ethic & demonstrate the willingness & knowledge to do any job to help the team. We run interference to prevent abuse & undue pressure.

TRAINING CALENDAR & WAITLIST

For a schedule of 2013 military Passport Acceptance Agent training courses, please visit the [Passport Matters](https://secureapp2.hqda.pentagon.mil/passportmatters/) website at <https://secureapp2.hqda.pentagon.mil/passportmatters/>. Register for upcoming classes by contacting DoD (through the Passport Matters website) with all inquiries regarding new & refresher military passport acceptance agent training. For troubleshooting with the Passport Matters website, please contact DoD Customer Service at 703-545-0003 or 703-545-0004.

POINTS OF CONTACT

Marine Corps—Coast Guard:

- Terry.M.Walters@usmc.mil
- uscgpassports@uscg.mil

Requests for Teachers:

- Passports@hq.dodea.edu

Foreign Clearance Guide:

- fcg@pentagon.af.mil (NIPRnet)
- fcg@af.pentagon.smil.mil (SIPRnet)

Army—Navy—Air Force:

To check the status of an application for a traveler who is scheduled to depart within 15 business days, please contact DoD by phone, fax, or email:

- Commercial (703) 545-0003/0004
- DSN: 865-0003/0004
- Fax: (703) 602-3605
- usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil

If DoD instructs you to contact SIA directly, please email ca-ppt-sia-communications@state.gov or call (202) 955-0198.

If DoD instructs you to contact CPC directly, please email ca-ppt-cpc-mil-cs@state.gov or call (843) 746-1809.

For SIA & CPC, please allow 48 hours for a reply.